



## NEWS RELEASE

February 4, 2020

### FOR IMMEDIATE RELEASE

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## Consumer Services Recovers Over \$3M for Arkansans

**LITTLE ROCK** – Arkansas Insurance Commissioner Allen Kerr today released the following statement congratulating the Arkansas Insurance Department's Consumer Services Division (CSD) for recovering \$3,005,606 for the state's insurance consumers in 2019:

“Fulfilling AID’s primary mission of consumer protection, our Consumer Services Division again delivered in 2019 by securing over \$3 million in recoveries. I am very proud of the continued professionalism of the women and men at the Arkansas Insurance Department.”

Recoveries are dollar amounts recovered in excess of the amounts initially offered by insurance companies. CSD closed 2,320 cases in 2019 while receiving 2,264 consumer complaints.

In 2019, Consumer Services had a combined total of 18,221 Arkansas consumers who either called or walked-in to the Department to discuss insurance questions.

The Consumer Services Division assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. CSD investigates all complaints, working with the insurance company and the consumer to determine the appropriate course of action.

CSD travels statewide to provide educational information and materials, and in the event of significant storm damage, travels to damaged areas to assist homeowners with filing claims and procuring emergency living expenses.

During the 2019 flooding disaster, CSD staff participated in both the FEMA-sponsored Disaster Recovery Center (DRC) program and the Arkansas Red Cross Multi-Agency Resource Centers (MARC) in various locations around the state, assisting 152 Arkansans.

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#### **About the Arkansas Department of Commerce:**

The Arkansas Department of Commerce is the umbrella department for workforce and economic development drivers. Its divisions and regulatory boards include Division of Aeronautics, Waterways Commission, Wine Producers Council, Division of Workforce Services, Office of Skills Development, State Bank Department, Insurance Department, Securities Department, Economic Development Commission and Development Finance Authority. It was established July 2019 as part of Governor Asa Hutchinson's wide-sweeping efficiency and transformation efforts to reduce 42 cabinet agencies to 15 while maintaining services for all Arkansans.



#### **About the Arkansas Insurance Department:**

The Arkansas Insurance Department, a division of the Arkansas Department of Commerce, was created on March 7, 1917, by an Act of the Arkansas General Assembly. Its primary mission is consumer protection through insurer solvency and market conduct regulation, and fraud prosecution and deterrence. For more information on the Arkansas Insurance Department, please visit <http://insurance.arkansas.gov>.